

Customer Quick Guide

Using Sysmex Webinars with Adobe Connect



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Contents

Contents	2
Disclaimer	3
Revision History	3
Testing your Connection	4
Successful Connection Test	6
Unsuccessful Connection Test	6
Cannot Access the Connection Test	6
Entering your webinar	7
Useful tools in your webinar	11
Chat	11
Audio and Microphone	12
Set your Status	12
Exiting your webinar	13
Troubleshooting	14
Sound Issues	14
Is the Host Talking?	14
Speakers within the webinar	15
Speaker Setup	17
Laptop/Computer Speakers	18
Contact Us	20

Disclaimer

Please note, the information contained in training resources provided by Sysmex should not be used as an alternative to your sites Standard Operating Procedure (SOP)/Contract. If you have any particular questions regarding any site specific use of reagents, consumables and/or equipment please contact your Management Team.

Revision History

Revised Section	Alteration	Name	Date
All	New format	N.Bowen	18/10/2019
Entering your webinar	Addition on how to enter the webinar as a guest	N.Bowen	17/03/2020
Testing Your Connection	New section	N.Bowen	02.04.2020
Troubleshooting	New section	N.Bowen	02.04.2020
All	Updated to reflect Adobe Connect software upgrade	N Bowen	May 2021
All	Updates to reflect Sysmex Academy	N Bowen	May 2021
Contact Us	Removal of 'Online'	K Elgerton	July 2021

Reference Documents

Document title	Version	Date
None		

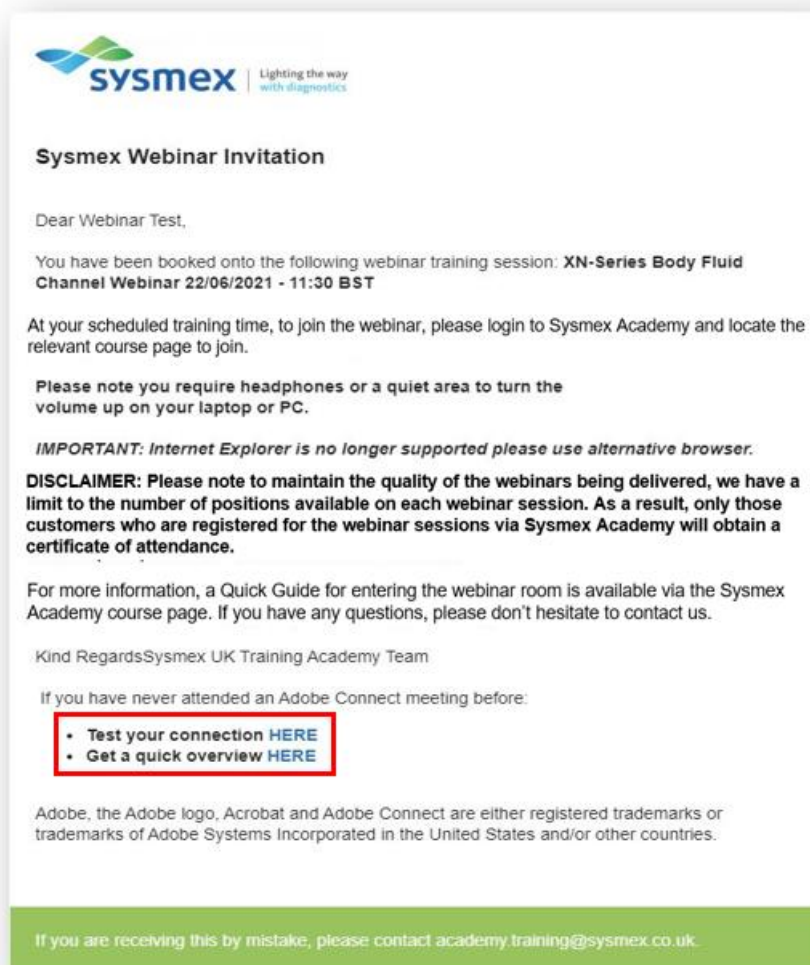
Testing your Connection

Testing your connection is very important as it will indicate whether you will have any problems entering the webinar, therefore, the sooner this is performed, the better.

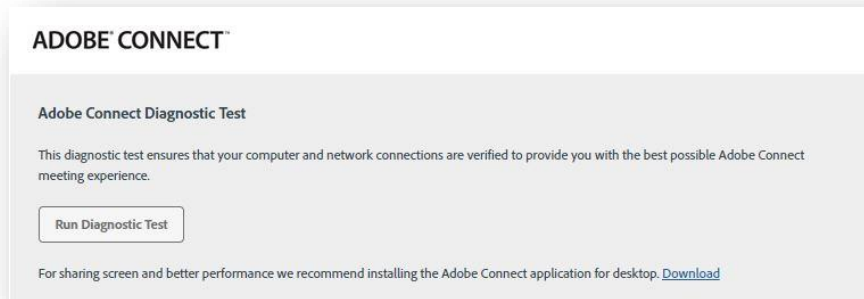
IMPORTANT: Internet Explorer is **NOT** supported, therefore, please use an alternative web browser for test connections and webinar attendance.

1. After booking a place on a webinar, you will receive an email invitation containing a test connection link (see below). When you receive this email, you should follow the link at the bottom of the email.

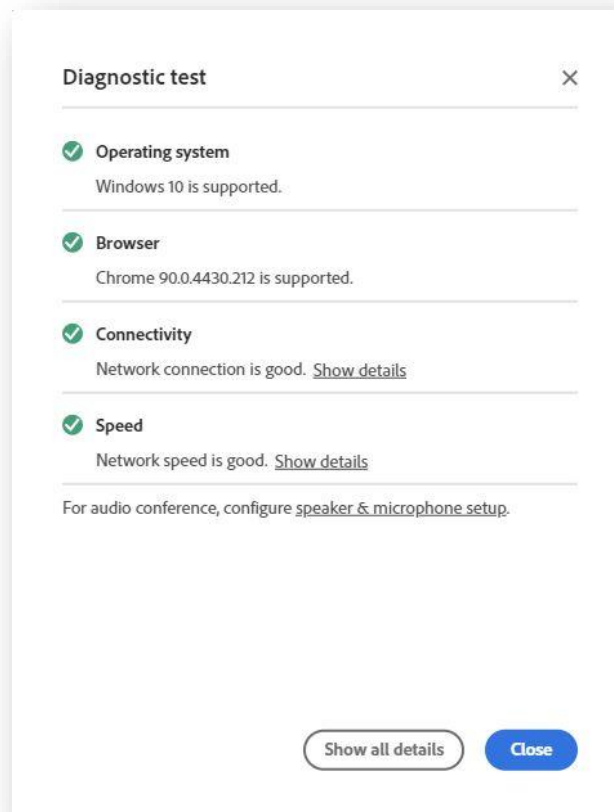
NOTE: You will receive the invitation email immediately after booking, along with reminder emails closer to the date of your webinar. If you have not received any emails 3 days prior to the webinar session, please initially check your spam/junk folder. If no email can be found, please contact the Training Academy (academy.training@sysmex.co.uk).



2. Clicking the connection link will open a new web browser page showing the following at the top of the page:



3. Click [Run Diagnostic Test] to start the connection which will display the following screen:



Successful Connection Test

The connection test checks your computer to make sure all system requirements are met. If you pass all steps of the test (shown by a green tick), then you are ready to participate in a webinar.

During the test connection you may be prompted to download the Adobe Connect Add-In software. Installing the add-in is **NOT REQUIRED** but may enhance your webinar experience. If you chose not to install Adobe Connect, the webinar will be viewed via your web browser. There is also an Adobe Connect App available for Android and Apple, which can be used to join the webinar. If joining via a mobile device, using the Adobe Connect App may enhance your webinar experience.

NOTE: This document is about Adobe Connect and web browser views, please note, if viewing via the Adobe Connect mobile app, the screens may appear slightly different.

Unsuccessful Connection Test

If you do not pass the test, perform the suggested actions, and run the test again. If you continue to experience difficulties, please do not hesitate to contact the Training Academy team (academy.training@sysmex.co.uk), but please note, it could be a restriction in place by the I.T. department within your hospital trust.

IMPORTANT: Internet Explorer is **NOT** supported, therefore, please use an alternative web browser for test connections and webinar attendance.

Cannot Access the Connection Test

If your web browser is denying you access to the connection test page above, please contact your hospital I.T department, as this will be due to a restriction in place for your trust.

Entering your webinar

Webinars are internet-facilitated browser meetings that can comprise video, PowerPoint, documents, web links and voice. It is an engaging session with real benefit to participants without needing to install anything to attend.

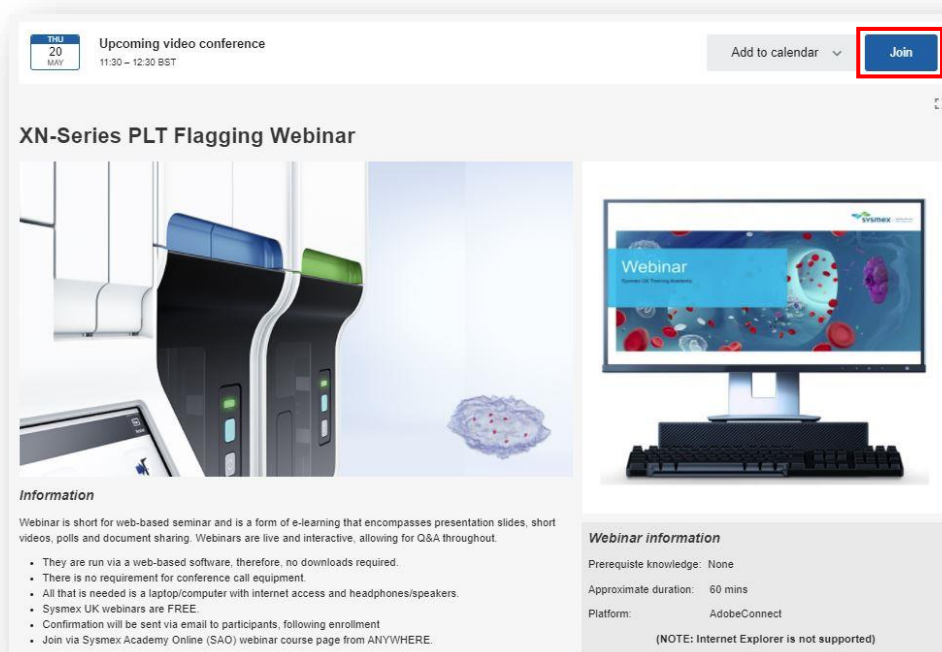
Adobe Connect is simple and easy to use, providing real time feedback to your host for ease of communication and training.

1. To join the webinar, please login to Sysmex Academy approximately 10 minutes before the webinar start time. There are three ways in which you can access the [Join] button for your webinar:

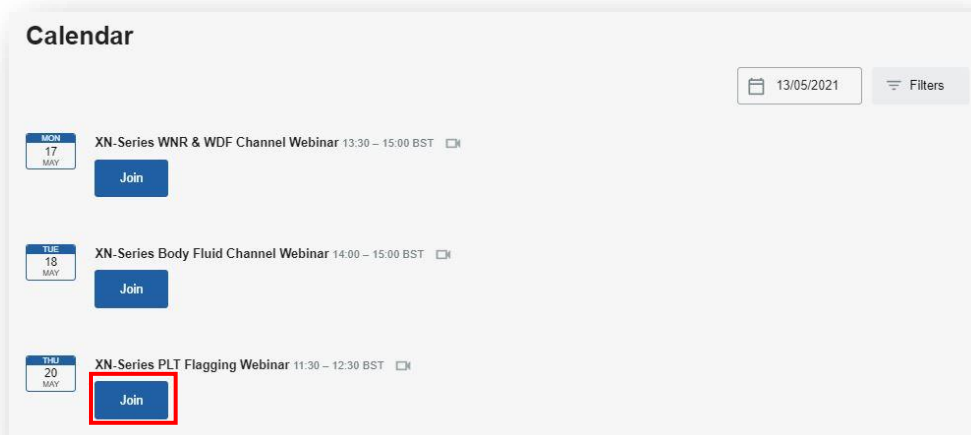
- a. Using the activity bars that are located at the top of the [My Overview] page:



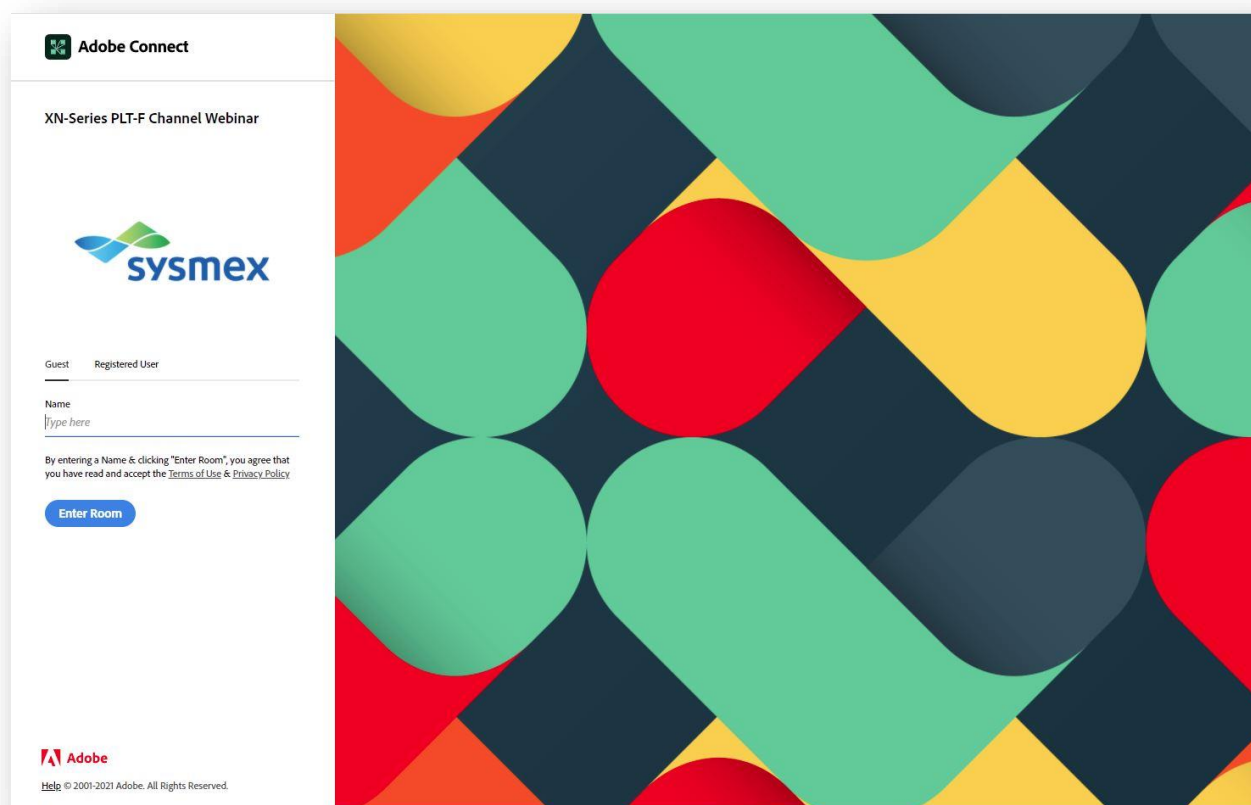
- b. Using the activity bar available at the top of the relevant webinar course page:



- c. Using the [Calendar] option accessible using the navigation panel at the right-hand side of the screen to display the following:

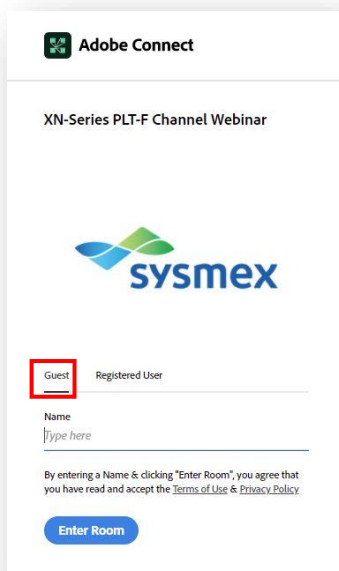


2. Click the [Join] button and the following page will appear:




3. Ensure you are entering the webinar as a 'Guest'. This can be done by ensuring that the word 'Guest' (as seen in the image below) is underlined. Please ensure you type in your **FULL NAME** and click [Enter Room].

NOTE: You DO NOT require your Sysmex Academy log in details.



Adobe Connect

XN-Series PLT-F Channel Webinar



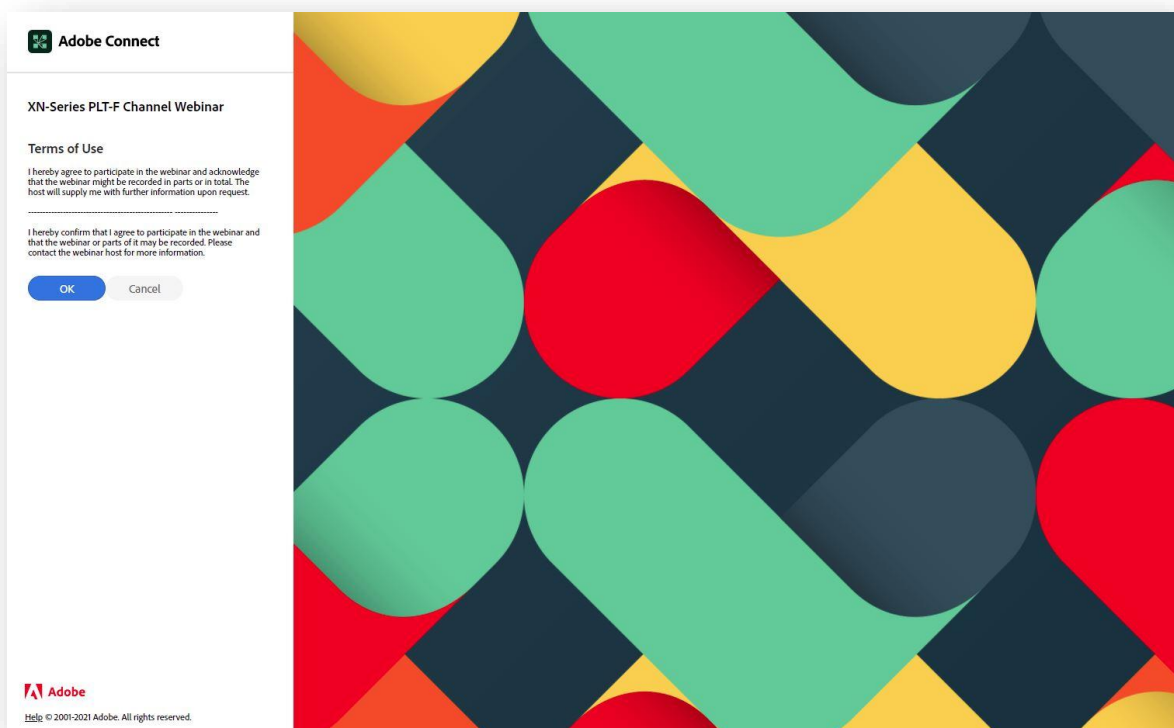
☒ Guest ☐ Registered User

Name

By entering a Name & clicking "Enter Room", you agree that you have read and accept the [Terms of Use & Privacy Policy](#).

Enter Room

4. A disclaimer will appear, click [OK] to progress to the following page.



Adobe Connect


XN-Series PLT-F Channel Webinar

Terms of Use

I hereby agree to participate in the webinar and acknowledge that the webinar might be recorded in parts or in total. The host will supply me with further information upon request.

I hereby confirm that I agree to participate in the webinar and that the webinar or parts of it may be recorded. Please contact the webinar host for more information.

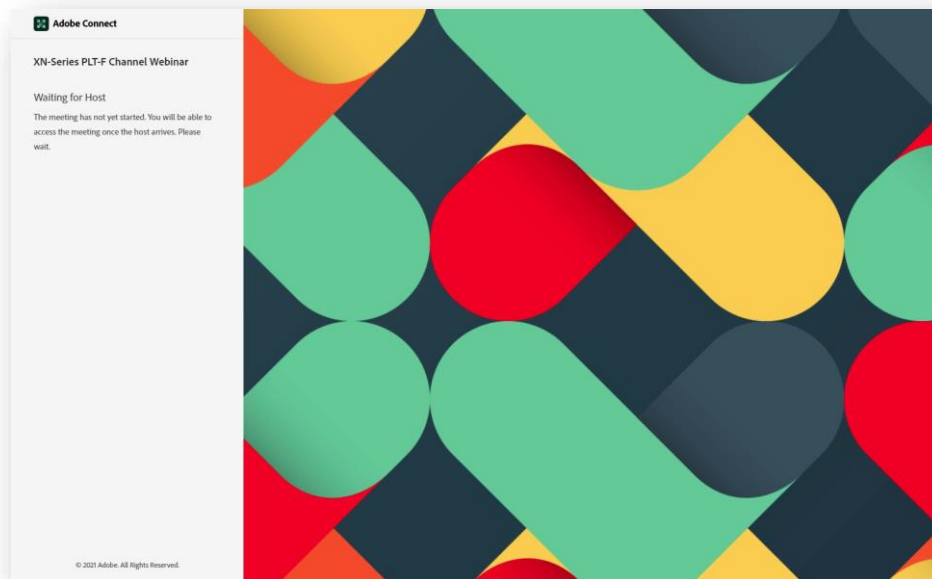
OK Cancel

 Adobe

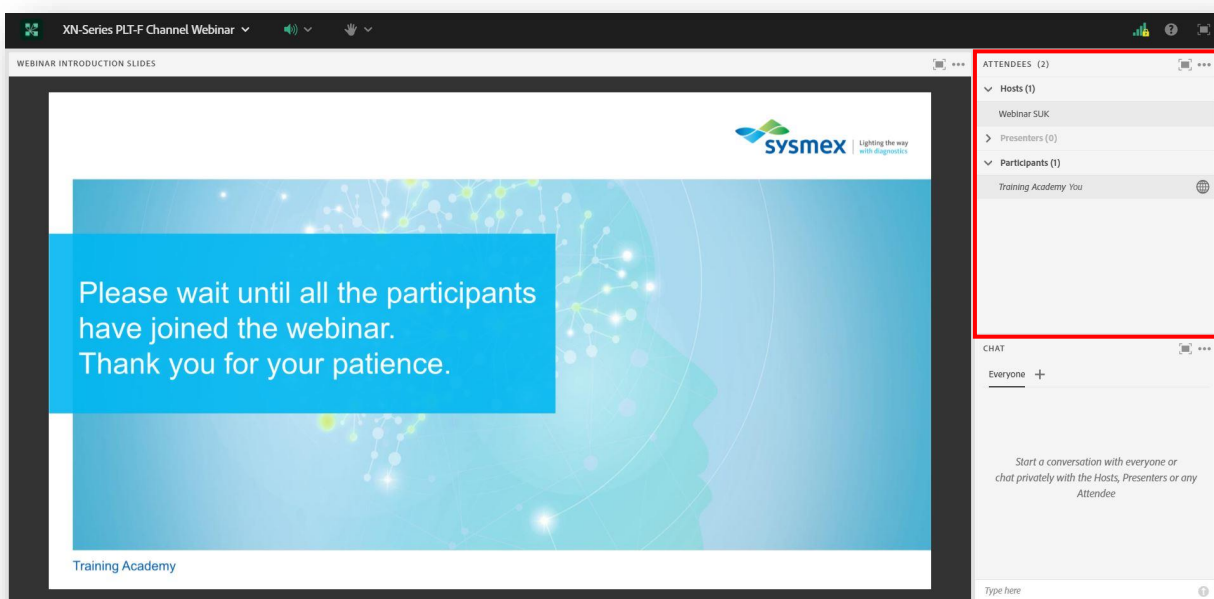
Help © 2001-2021 Adobe. All rights reserved.

5. You will then see the below screen, which will remain until you are granted access to the webinar by your host.

NOTE: Access to the webinar may not be granted if you are trying to attend more than 10 minutes after the scheduled start time. If this is the case, please contact the Training Academy who will be happy to re-book a different webinar session for you. If you are on time, and find the access page doesn't change, please close the window and re join as described from step 1 onwards.



6. When you have been granted access, you will see the below screen with your name listed as a participant.

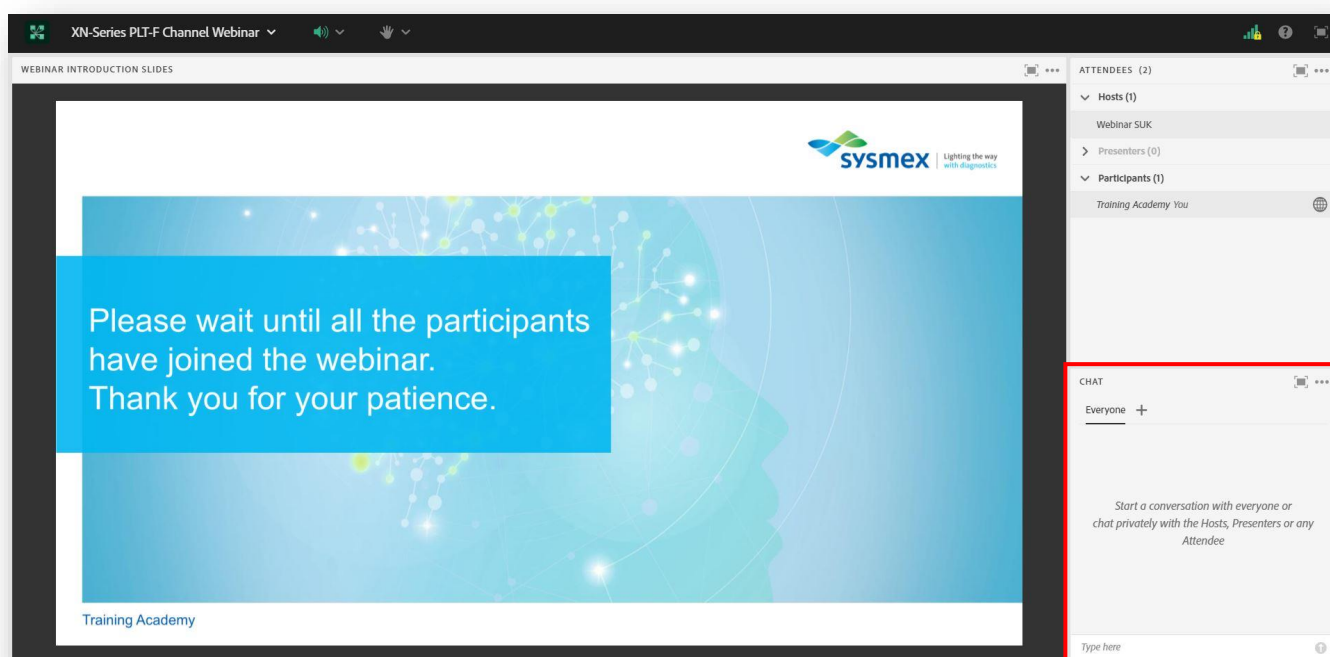


NOTE: When granted access please ensure your speaker icon within the webinar is on (please see Audio & Microphone section below).

Useful tools in your webinar

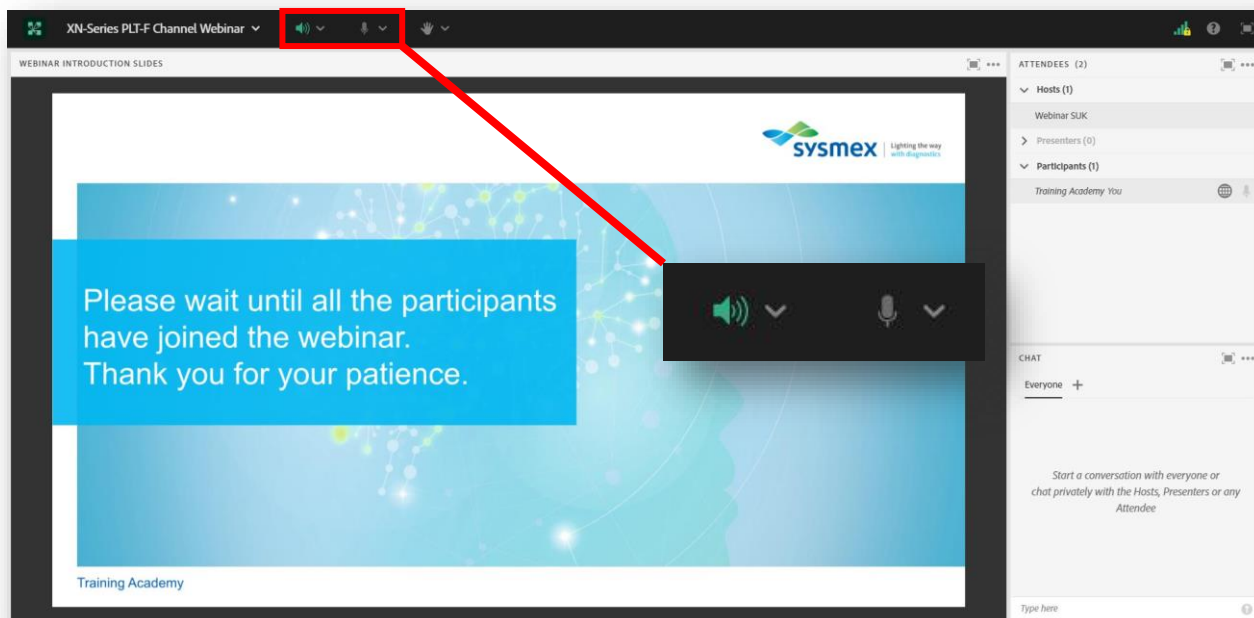
Chat

In the bottom right corner of your screen, there is a chat box where you can share instant messages with the host and other participants.



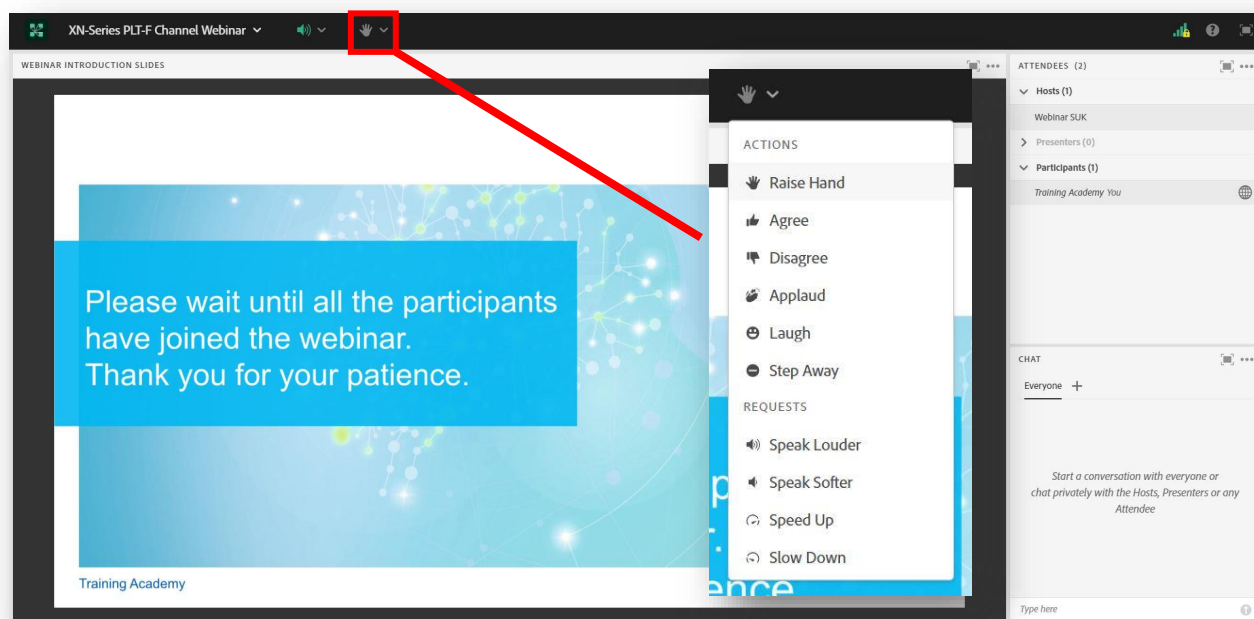
Audio and Microphone

At the top of the screen there are options to turn your speakers and microphone on and off: highlighted **Green** = on, greyed out = off. **NOTE:** The microphone function is not available in all webinars.



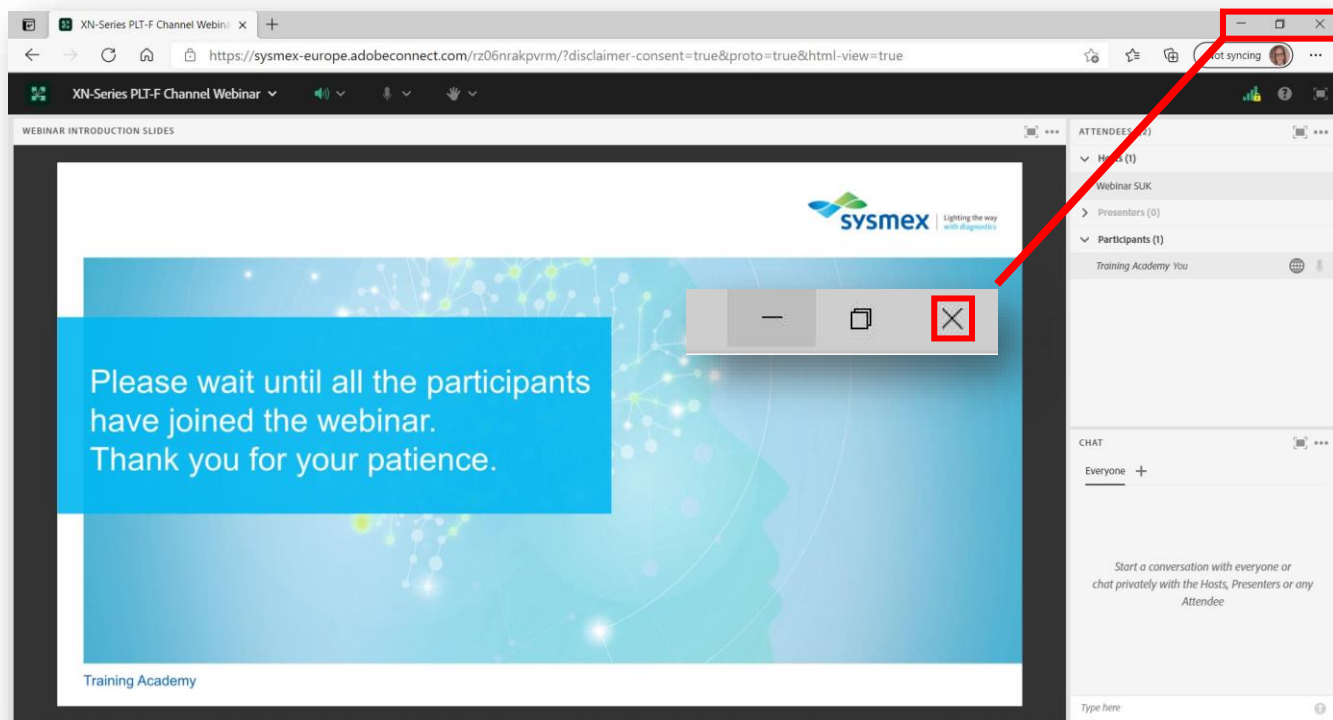
Set your Status

You can set your status from the list of options at the top of the screen. Your webinar host will receive a notification if you change it.



Exiting your webinar

You can exit your webinar at the end of the session by simply clicking the X in the top right corner.



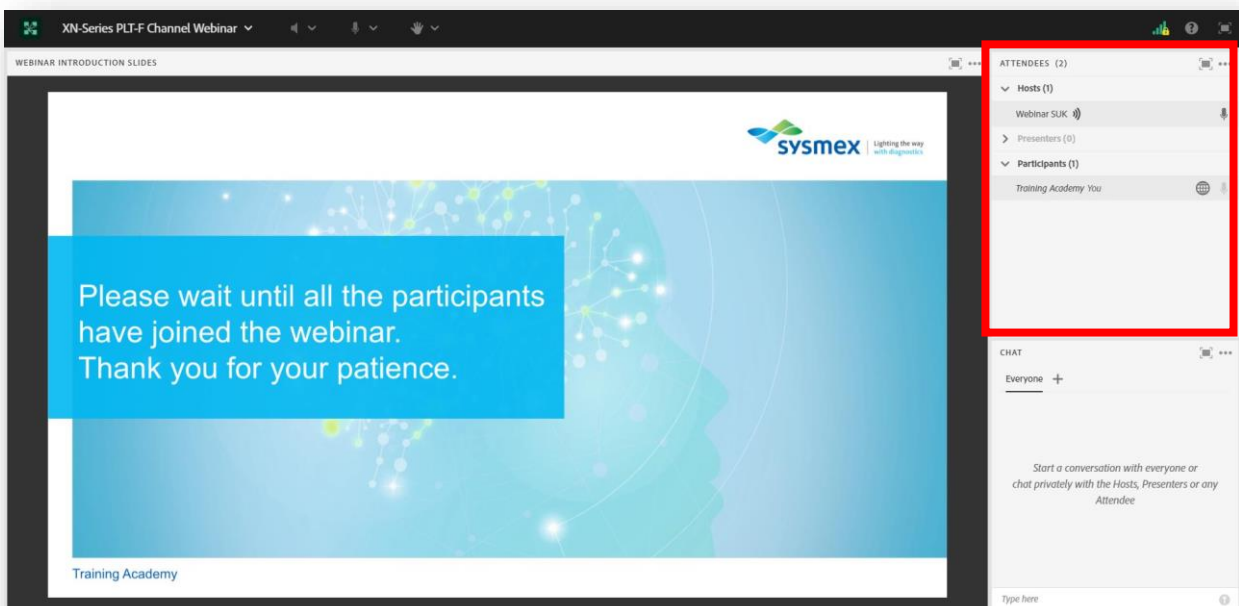
Troubleshooting

Sound Issues

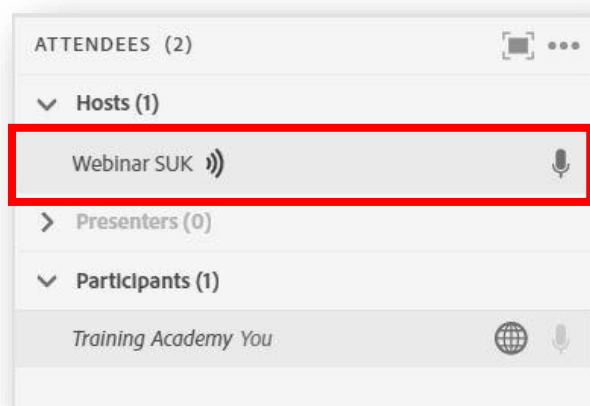
Please follow the steps below to help troubleshoot any audio issues you face during your webinar.

Is the Host Talking?

1. Look for the host in the attendees list:



2. When the host is talking, volume lines will appear alongside their name:

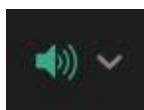
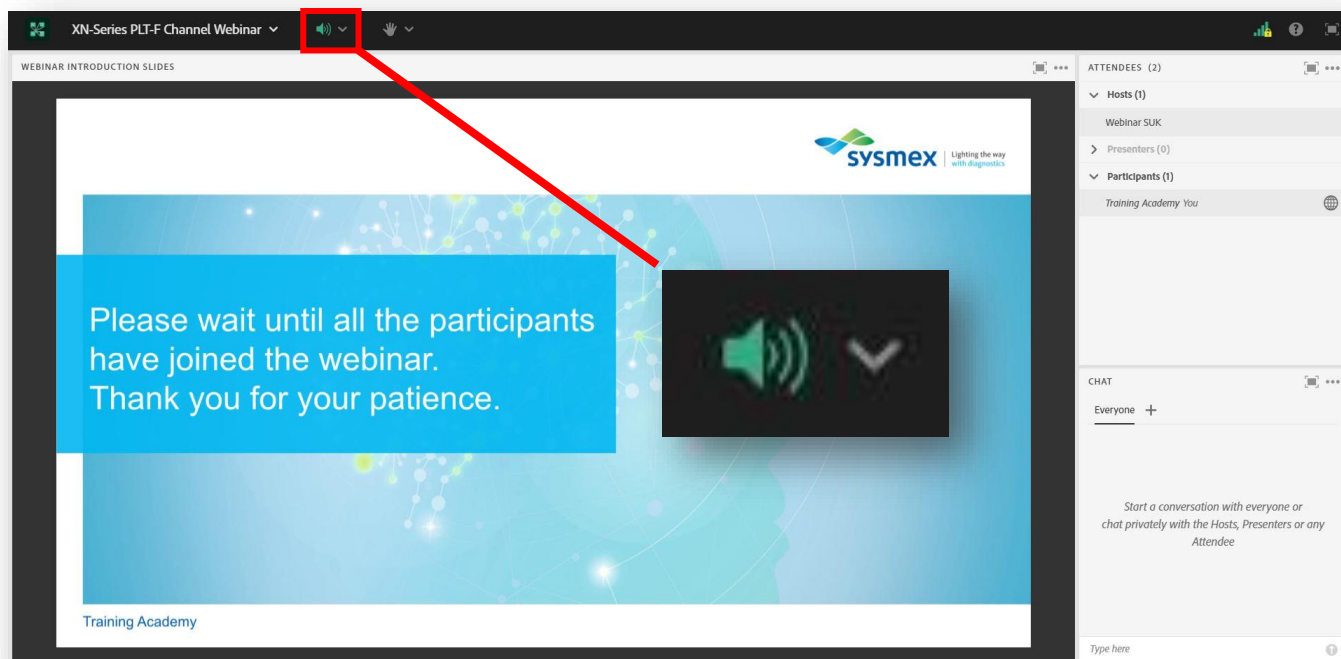


NOTE: If this icon can be seen, and you still cannot hear the host, please follow the suggestions below.

Speakers within the webinar

Please check that the speakers within the webinar are turned on and that the volume is turned up.

1. At the top of the screen there is an option to turn your speakers on and off:



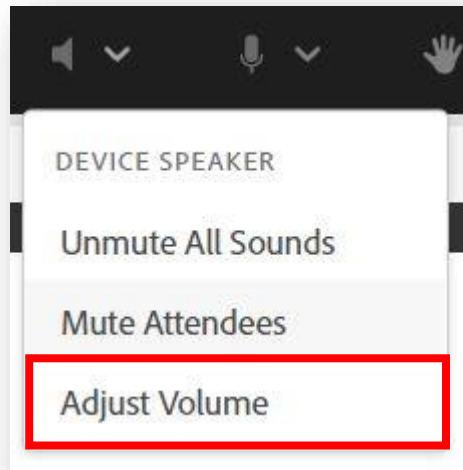
Indicates the speakers are turned on



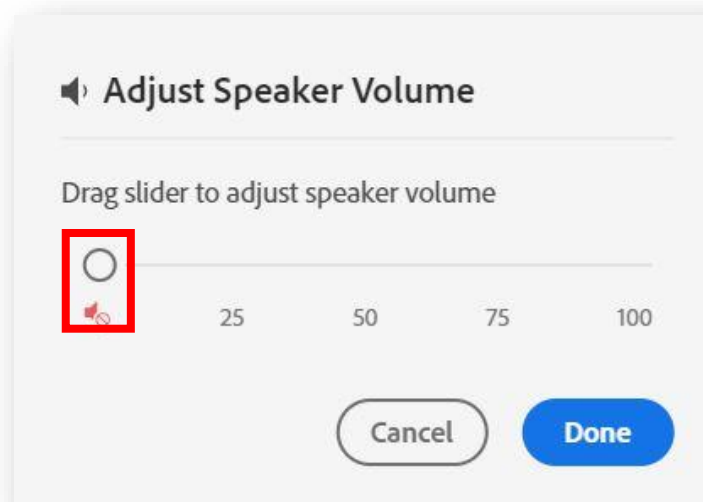
Indicates the speakers are turned off

To switch between on and off, click the speaker icon.

2. To check the volume level of the speakers, click the drop-down arrow alongside the speaker icon and then click [Adjust Volume]:



This will open the pop-up box below, where you can move the cursor higher or lower depending on where it originates.

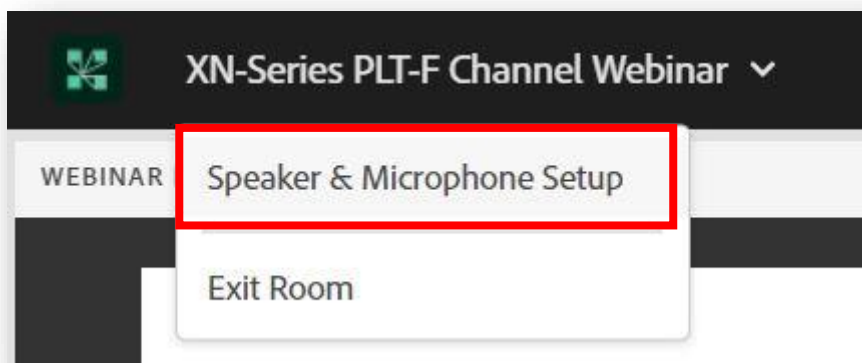


Speaker Setup

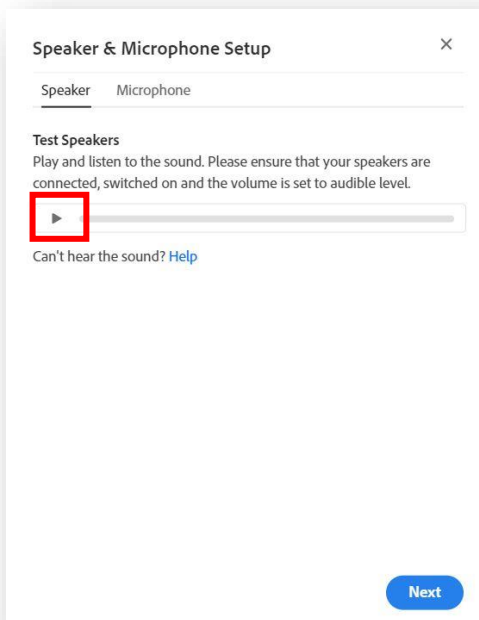
It is also possible to perform a [Speaker Test] within the webinar to determine if the problem is with your speakers/headphones or if the problem is linked to the webinar platform.

Before proceeding, please check that the speakers/headphones being used within the webinar are turned on and that the volume is turned up.

1. Click the drop-down arrow alongside the webinar title at the top left of the screen to display the following:



2. Click [Speaker & Microphone Setup] to display the following pop-up box:



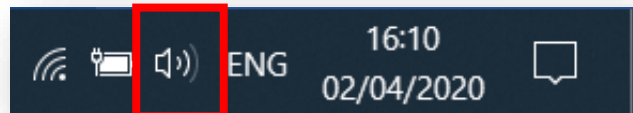
3. Press the [Play] button.

If music cannot be heard, the sound issue is linked to the speakers/headphones that are being used. If music can be heard, please inform the webinar host.

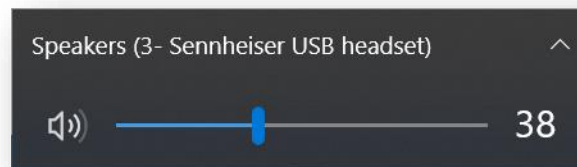
Laptop/Computer Speakers

Please also check to ensure that the speaker icon on your laptop/computer is turned on and if using headphones that the correct audio source is selected by following the steps below (please note images may differ depending on your windows operating system):

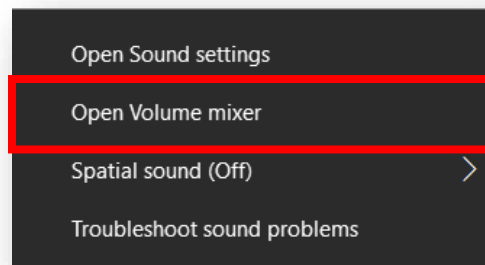
1. At the bottom right of your screen locate the speaker icon:



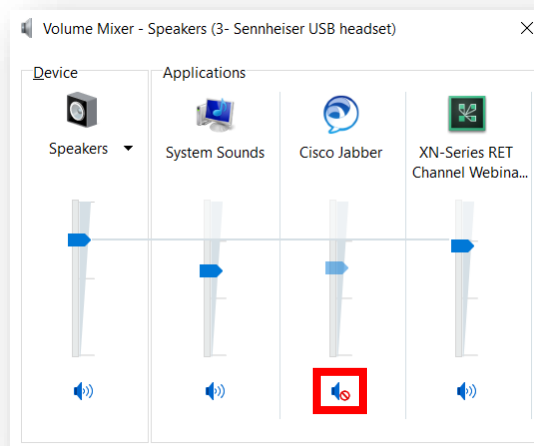
2. Click the speaker icon to access the volume level and if needed turn the volume up:



3. If the speakers are turned on and the volume is up, right click on the speaker icon referred to in step 2, and locate the volume mixer and click:



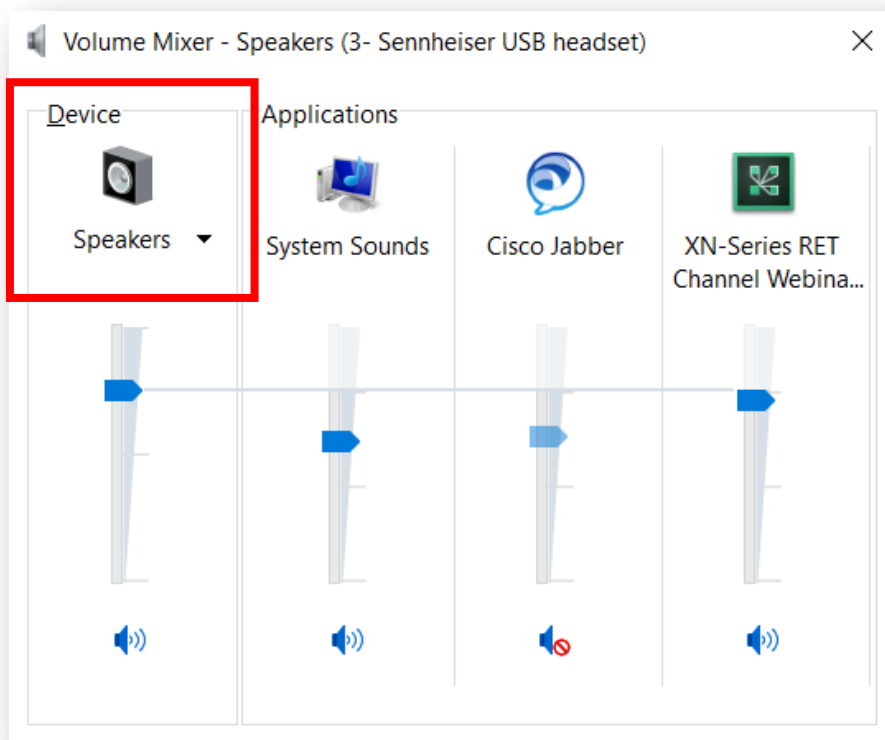
4. The volume mixer will open and show all applications currently using the speakers:



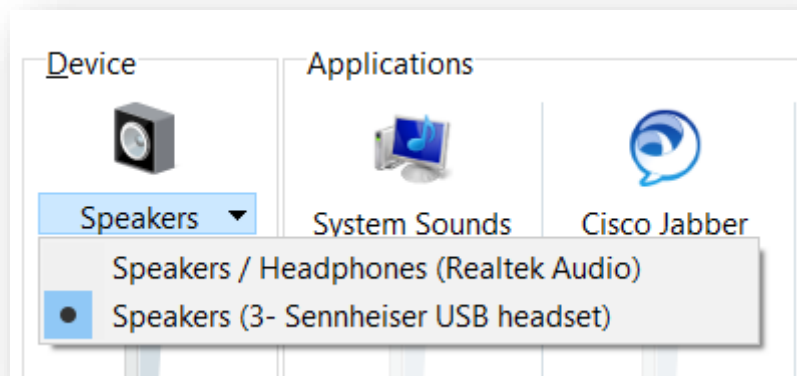
Please check that no applications are muted (see above), and if they are, click the speaker icon to unmute. The volume of each application can also be changed using the arrow, so please ensure the arrow is at least halfway between the top and the bottom.

NOTE: You may need to scroll left or right to access further applications. Please ensure all applications are checked and actioned accordingly.

5. Please also ensure the volume mixer is set for the correct speakers/headphones you are using. To do this, locate the 'speaker's device' and click the drop-down arrow. **NOTE:** This drop-down arrow may not be available if you are using the built in speakers of the laptop/computer.



6. From the drop down list (if available) please ensure the correct 'device' is selected to reflect what you are using.



Contact Us

Mail

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Sysmex Academy

<https://uk.sysmex-academy.com/>

